

LINKING ACTIONS TO ISSUES

Exit interviews/questionnaires help you:

1. Identify and understand the issues you face in retaining your workforce
2. Take action to address these issues.

Identifying and understanding issues

There are a number of information sources which you can use to identify issues around retention. These include:

- Analysed data from your exit questionnaires and exit interviews
- Analysed data using the reporting mechanisms on your National Minimum Data Set for Social Care (NMDS-Sc)
- Feedback on your annual quality audit report provided by your Quality Development Officer (where relevant)
- Requirements and recommendations on your Care Quality Commission (CQC) report
- Feedback from staff (e.g. via team meetings)
- Discussions with other managers/benchmarking against other organisations/best practice newsletters etc

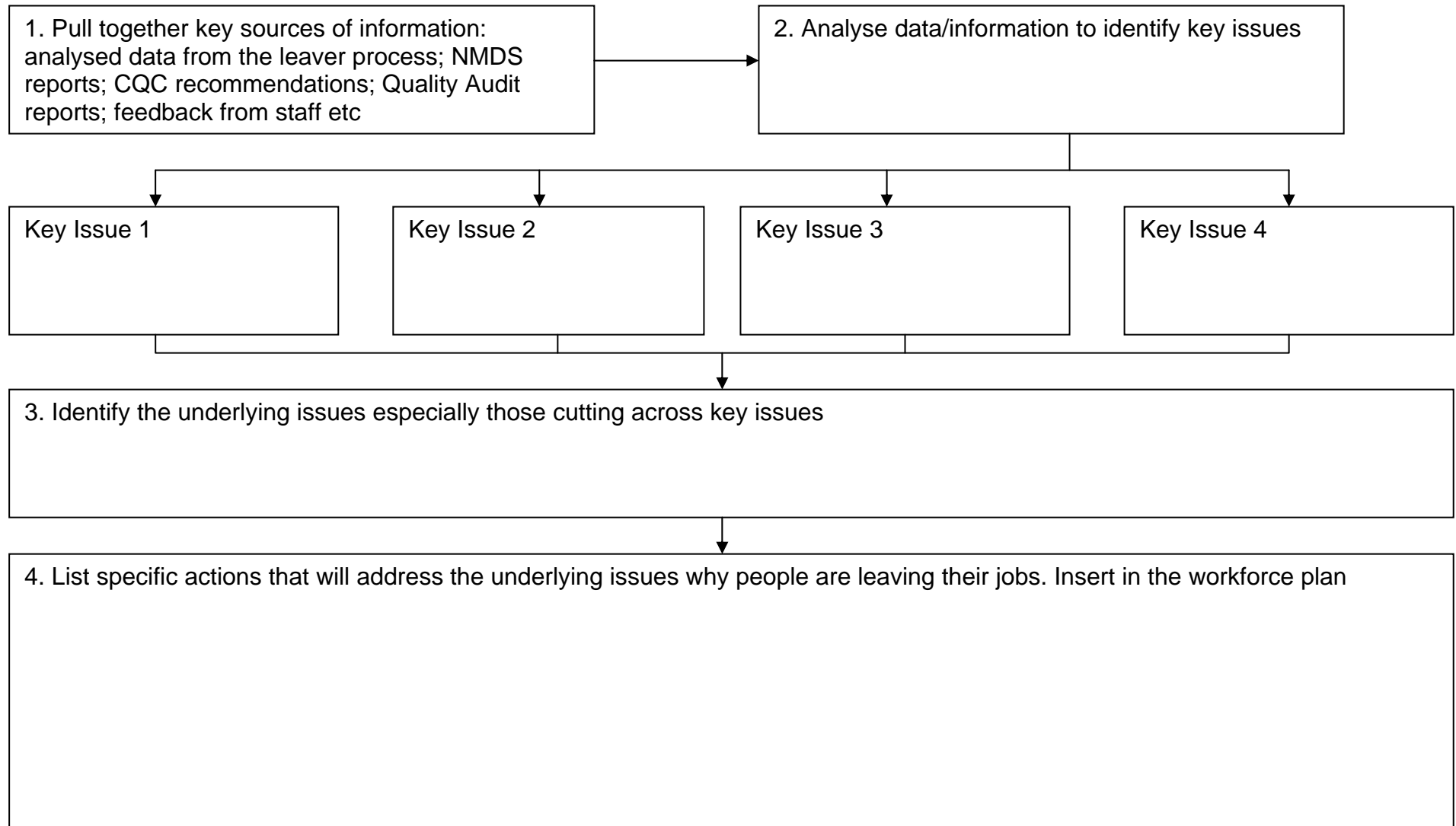
Taking action to address these issues

You can use the '**Taking Action**' template to list the reasons for leaving and to identify any underlying reasons. Actions to address these reasons can then be specified. Refer to the sample template if necessary.

The '**Taking Action**' flowchart provides guidance on how you can move from broad issues to specific actions.

Please ensure that you put your actions in to your workforce plan or workforce review document.

TAKING ACTION FLOWCHART



TAKING ACTION TEMPLATE (EXAMPLE)

Use information and data to identify the presenting and underlying reasons why people are leaving the organisation. Sources include: exit interviews and questionnaires; Quality Audit reports, CQC Reports; feedback from team meetings; NMDS analysis etc.

No.	Presenting Reason	Underlying Issues/Reasons	Actions
1	Nature of work	Lack of clarity with new starters as to what the work entails	<ul style="list-style-type: none"> • Hold open day as part of recruitment process for potential employees to meet with staff and to 'experience' workplace • Ask suitable potential candidates to work supervised 'taster' shift to ensure they understand nature of the work. • Provide work experience placements to students doing health and social care
2	Low pay	Other factors contribute to pay becoming an issue. These include: <ul style="list-style-type: none"> • Lack of regular and structured supervision • Lack of integration between training and career development opportunities within supervision 	<ul style="list-style-type: none"> • Investigate pay scales of local employers to ascertain pay differential • Identify differential in total package (including pension, holiday etc) • Cost out pay and benefits differential • Identify and highlight pull factors • Introduce regular supervisions with integrated identification of training and career development opportunities

INCOPORATE ACTIONS WITHIN YOUR WORKFORCE PLAN OR WORKFORCE REVIEW DOCUMENT

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